



4

UNITED STATES AIR FORCE

AD-A224 334

OCCUPATIONAL SURVEY REPORT SUPPLEMENT



U.S. ARMY SUPPLEMENT TO THE
INTERSERVICE POSTAL OPERATIONS AND OFFICIAL MAIL
OCCUPATIONAL SURVEY REPORT

DTIC
ELECTE
JUL 05 1990
S D C D

AFPT 90-996-847

MAY 1990

OCCUPATIONAL ANALYSIS PROGRAM
USAF OCCUPATIONAL MEASUREMENT CENTER
AIR TRAINING COMMAND
RANDOLPH AFB, TEXAS 78150-5000

APPROVED FOR PUBLIC RELEASE; DISTRIBUTION UNLIMITED

90 07 3 191

DISTRIBUTION FOR ARMY SUPPLEMENT AND EXTRACTS

	<u>ARMY SUP</u>	<u>ARMY ANL EXT</u>
THE ADJUTANT GENERAL SCHOOL (ATTN: ATSG-ES) US ARMY SOLDIERS SUPPORT CENTER (FT BENJAMIN HARRISON IN 46216-5000)	1	
COMMANDANT ADJUTANT GENERAL SCHOOL (ATTN: ATSG-AGO) (FT BENJAMIN HARRISON IN 46216-5000)	1	
DEFENSE TECHNICAL INFORMATION CENTER	2	
HQ MILITARY POSTAL SERVICE AGENCY (MPSA-PP ALEXANDRIA VA 22331-0006)	1	
HQ USAPIC (ATTN: ATNC-MOT-C) (FT BENJAMIN HARRISON IN 46216-5000)	2	2
INTERSERVICE POSTAL TRAINING ACTIVITY (FT BENJAMIN HARRISON IN 46216-5000)	1	
USAFOMC/OMYXL	2	1m

m = microfiche only



Accession	
NTIS	<input checked="" type="checkbox"/>
DIR	<input type="checkbox"/>
Unpublished	<input type="checkbox"/>
Justification	
By	
Distribution	
Availability Codes	
Dist	Availability or Special
A-1	

TABLE OF CONTENTS

	<u>PAGE NUMBER</u>
PREFACE.	iii
SUMMARY OF RESULTS	iv
INTRODUCTION	1
Background	1
SURVEY METHODOLOGY	2
Inventory Development.	2
Survey Administration.	2
Survey Sample.	2
SPECIALTY JOBS (Occupational Structure).	2
Overview of Specialty Jobs	2
ANALYSIS OF TIME IN CAREER FIELD GROUPS.	11
Experience Level Descriptions.	11
Summary.	15
ANALYSIS OF ARMY REGULATION 611-201 SPECIALTY DESCRIPTIONS	15
TRAINING ANALYSIS.	16
First-Assignment Data.	16
Training Emphasis and Task Difficulty Data	16
Plan of Instruction (POI).	21
CONUS VERSUS OVERSEAS GROUPS	21
JOB SATISFACTION ANALYSIS.	25
IMPLICATIONS	32
APPENDIX A	33

PREFACE

This supplemental report presents data summaries and conclusions specific to the Army portion of the Interservice Occupational Survey for Postal Operations. Authority for conducting specialty surveys is contained in Army Regulation 611-201. Computer products used in this report are available for use by operations and training officials.

Second Lieutenant Kara Worthington, Occupational Analyst, developed the survey instrument. Miss Lynne Hanson, Occupational Analyst, was the Army coordinating official responsible for the Army participation in this survey project. Mr William C. Cosgrove, Occupational Analyst, analyzed the survey data and wrote the final report. Master Sergeant Anthony Houston provided computer programming support, and Mr Richard G. Ramos provided administrative support. This supplement has been reviewed and approved for release by Lieutenant Colonel Charles D. Gorman, Chief, Airman Analysis Branch, Occupational Analysis Division, USAF Occupational Measurement Center, and Mr William T. Badey, Chief, Occupational Survey Division, Military Occupational Development Directorate, United States Army Personnel Integration Command (USAPIC).

Copies of this supplement are distributed to the United States Army Personnel Integration Command, the United States Army Soldiers Support Center, and other interested training and management personnel. Additional copies may be requested from the USAF Occupational Measurement Center, Attention: Chief, Occupational Analysis Division (OMY), Randolph AFB, Texas 78150-5000.

BOBBY P. TINDELL, Colonel, USAF
Commander
USAF Occupational Measurement
Center

JOSEPH S. TARTELL
Chief, Occupational Analysis Division
USAF Occupational Measurement
Center

SUMMARY OF RESULTS

1. Survey Coverage: Inventory booklets were distributed to Army personnel in organizations having authorized 71L ASI 5F positions. Thirty-one percent returned booklets, with 79 percent of respondents indicating they were overseas.
2. Specialty Jobs: Army personnel are performing 14 of the 17 postal operations jobs identified. The majority, however, are in two jobs--Receipt and Dispatch Specialist and Postal Finance Operations Clerk.
3. Occupation Progression: A typical career ladder progression was noted within the Army sample. With increased experience, the nature of jobs changed from that of postal worker to one of supervisor.
4. Army Occupational Descriptions: Army Regulation 611-201 does not cover Postal Operations duties in detail.
5. Training Analysis: Army survey data, to a great extent, support the Plan of Instruction (POI) used by the Interservice Postal Training Activity. There are five units of instruction not supported by Army data.
6. CONUS Versus Overseas: The majority of Army Postal Operations personnel is overseas. The data show that the occupation is performed much the same regardless of where it is performed.
7. Job Satisfaction: Job satisfaction increased as time in the career field increased. Army data reflect that Army job satisfaction is not quite comparable with the overall multiservice job satisfaction. CONUS personnel appear more satisfied than overseas personnel.
8. Implications: This Army supplement is a baseline for future surveys of Army personnel, whether conducted independently or as part of another interservice survey. The survey data show that the training program established for Army Postal Operations personnel is well grounded and supports the basic needs of the Army.

SUPPLEMENTAL OCCUPATIONAL SURVEY REPORT
ARMY SEGMENT
OF INTERSERVICE POSTAL OPERATIONS

INTRODUCTION

This report presents the outcome of the Army portion of the Interservice Occupational Survey for Postal Operations, and provides data on Army personnel working in Postal Operations and holding Military Occupational Specialty (MOS) 71L, with an Additional Skill Identifier (ASI) of F5 for Postal Operations. It supplements, and should be used in conjunction with, the Interservice Occupational Survey Report (IOSR), published in May 1990. Tables in the IOSR which contain Army data are referred to, but not reproduced, in this supplement.

Background

The Army Postal Operations ASI was created to be used with the Administrative Specialist MOS when the Postal Operations MOS was phased out. Individuals in the Administrative Career Management Field are selected to be Postal Specialists on an assignment basis. A number of soldiers are assigned directly from basic training to the basic Interservice Postal Operations course. Upon completion of the course, they are normally sent overseas to fill an authorized Postal Operations position. After completing the overseas assignment, they are normally assigned to an Administrative Specialist duty position. Individuals may retain the ASI F5 throughout their career.

Senior enlisted personnel, Sergeant through Sergeant Major, are selected for supervisory Postal Operations assignments. Unless they have previously been to the Postal Operations School, assignment to a Postal Operations position normally includes attendance at the interservice course. There is a supervisors' course which includes, for those first-time Postal Operations personnel, the same basic course attended by the junior personnel.

Overseas installations, specifically in Europe, have started to create and fill civilian positions in the Postal Operations field. Additional information concerning background for Postal Operations can be found in the Background section of the IOSR.

APPROVED FOR PUBLIC RELEASE; DISTRIBUTION UNLIMITED

SURVEY METHODOLOGY

Inventory Development

Basic data concerning the inventory development are in the Inventory Development section of the IOSR.

Survey Administration

Basic information concerning the survey administration is in the Survey Administration section of the IOSR. Booklets were mailed worldwide to Army organizations having MOS 71L ASI F5 authorizations. To participate in the survey, personnel should have been filling a Postal Operations position and holding an MOS 71L with an ASI F5. The majority of these positions are overseas, but some individuals in CONUS with the ASI, whether in Postal Operations or not, also received the survey. A reorganization and consolidation of postal organizations and facilities overseas, at the time of the survey, resulted in organizations not receiving booklets and other booklets being lost. A concerted effort was made to overcome this, but the usable booklets returned were still far fewer than expected.

Survey Sample

As explained above, fewer than expected usable JIs were returned representing 31 percent of the booklets mailed to the field. Although this is not necessarily a good return, it does represent an adequate return for analysis. The numbers of mailed and returned booklets are shown in IOSR Table 1, while selected background data on the sample are reflected in IOSR Table 2. There are 23 civilian Postal Operations personnel in the sample.

SPECIALTY JOBS (Occupational Structure)

General data concerning occupational structure analysis can be found in the SPECIALTY JOBS section of the IOSR.

Overview of Specialty Jobs

Army personnel are found in 14 of the 17 DOD job groups. Figure AR 1 reflects these jobs and the percent of the Army sample performing. The following list of jobs performed by Army personnel includes the IOSR job number, title, Army group (GRP) number, and the number (N) of Army personnel in the group.

II. POSTAL RECEIPT AND DISPATCH SPECIALIST (GRP360, N=103)

ARMY POSTAL OPERATIONS/ OFFICIAL MAIL JOBS

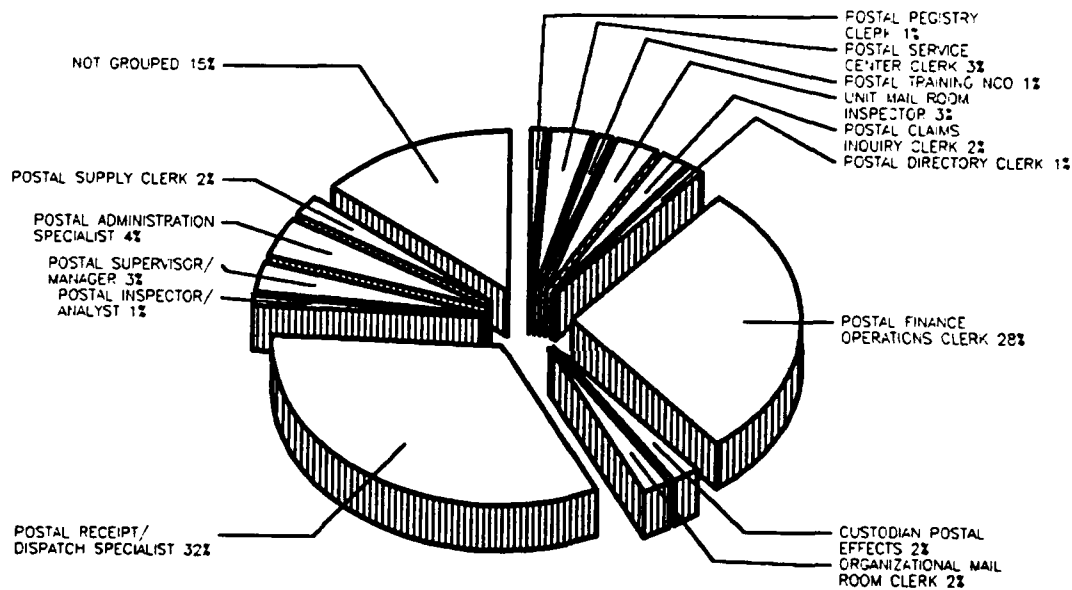


FIGURE AR 1

- III. POSTAL DIRECTORY CLERK (GRP361, N=4)
- V. UNIT MAIL ROOM INSPECTOR (GRP362, N=9)
- VI. POSTAL REGISTRY CLERK (GRP363 N=4)
- VII. POSTAL FINANCE OPERATIONS CLERK (GRP364, N=95)
- VIII. CUSTODIAN OF POSTAL EFFECTS (GRP365, N=7)
- IX. POSTAL SERVICE CENTER CLERK (GRP366, N=10)
- X. POSTAL CLAIMS AND INQUIRY CLERK (GRP367, N=8)
- XI. ORGANIZATIONAL MAIL ROOM CLERK (GRP368, N=8)
- XIII. POSTAL INSPECTOR/ANALYST (GRP369, N=3)
- XIV. POSTAL SUPERVISOR AND MANAGER (GRP370, N=11)
- XV. POSTAL ADMINISTRATION SPECIALIST (GRP371, N=13)
- XVI. POSTAL TRAINING NCO (GRP372, N=3)
- XVII. POSTAL SUPPLY CLERK (GRP373, N=5)

The respondents forming these groups account for 90 percent of the survey sample. The remaining 10 percent are performing tasks or series of tasks which did not group them with any of the defined jobs.

Table AR 1 shows the relative time spent by soldiers in each duty for jobs performed by them. A brief description of each job can be found in the Overview of Specialty Jobs section of the IOSR. Representative tasks performed by Army personnel in each job are contained in Appendix A of this supplement. Table AR 2 provides selected Army background data for the jobs.

The majority of Army personnel can be found in the two jobs responsible for the basic Postal Operations functions of receipt and dispatch of mail and providing postal finance support to MPO patrons. The comparatively small percentage of personnel in the supervisor and manager job (3 percent compared to DOD overall of 8 percent) may be explained by the number of respondents, and because many supervisors are working first-line supervisors found in the other jobs.

TABLE AR 1

RELATIVE PERCENT TIME SPENT PERFORMING DUTIES
ACROSS ARMY POSTAL OPERATIONS JOBS

DUTIES	POSTAL RECEIPT/ DISPATCH SPECIALIST	POSTAL DIRECTORY CLERK	UNIT MAIL ROOM INSPECTOR	POSTAL REGISTRY CLERK
A ORGANIZING AND PLANNING	2	3	4	*
B DIRECTING AND IMPLEMENTING	2	3	12	0
C INSPECTING AND EVALUATING	2	*	8	0
D TRAINING	1	*	8	*
E PERFORMING ADMINISTRATIVE FUNCTIONS	2	8	14	*
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	21	23	18	7
G PERFORMING SECURITY FUNCTIONS	3	5	3	2
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	2	*	2	*
I PERFORMING SUPPLY FUNCTIONS	*	*	*	0
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	*	0	*	0
K PERFORMING POSTAL FINANCIAL FUNCTIONS	*	*	2	*
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	*	*	*	*
M PERFORMING CUSTOMS FUNCTIONS	*	0	0	0
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	44	32	12	15
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	2	*	*	*
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	*	15	3	5
Q PERFORMING WINDOW FUNCTIONS	1	*	3	0
R PROCESSING MONEY ORDERS	*	0	*	0
S PROCESSING ACCOUNTABLE MAIL	13	6	5	67
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	1	4	*

0 Denotes no tasks performed in duty

* Denotes tasks performed, but less than 1 percent relative time spent overall

TABLE AR 1 (CONTINUED)

RELATIVE PERCENT TIME SPENT PERFORMING DUTIES
ACROSS ARMY POSTAL OPERATIONS JOBS

DUTIES	POSTAL FINANCE OPERATIONS CLERK	CUSTODIAN OF POSTAL EFFECTS	POSTAL SERVICE CENTER CLERK	POSTAL CLAIM/ INQUIRY CLERK	ORGANI- ZATIONAL MAIL ROOM CLERK
A ORGANIZING AND PLANNING	2	4	1	1	1
B DIRECTING AND IMPLEMENTING	1	5	2	*	12
C INSPECTING AND EVALUATING	1	3	1	1	2
D TRAINING	1	6	1	3	2
E PERFORMING ADMINISTRATIVE FUNCTIONS	2	3	4	8	16
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	9	9	11	6	19
G PERFORMING SECURITY FUNCTIONS	4	9	4	2	3
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	4	5	1	3	*
I PERFORMING SUPPLY FUNCTIONS	2	3	*	14	0
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	*	10	0	*	*
K PERFORMING POSTAL FINANCIAL FUNCTIONS	2	17	*	*	0
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	3	7	1	38	*
M PERFORMING CUSTOMS FUNCTIONS	3	*	*	3	0
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	23	5	31	11	25
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	2	0	1	0	0
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	2	*	29	*	8
Q PERFORMING WINDOW FUNCTIONS	11	2	2	2	1
R PROCESSING MONEY ORDERS	10	10	*	2	0
S PROCESSING ACCOUNTABLE MAIL	13	3	7	2	5
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	*	2	0	2

0 Denotes no tasks performed in duty

* Denotes tasks performed, but less than 1 percent relative time spent overall

TABLE AR 1 (CONTINUED)

RELATIVE PERCENT TIME SPENT PERFORMING DUTIES
ACROSS ARMY POSTAL OPERATIONS JOBS

DUTIES	POSTAL INSPECTOR/ ANALYST	POSTAL SUPERVISOR/ MANAGER	POSTAL ADMIN SPECIALIST	POSTAL TRAINING NCO	POSTAL SUPPLY CLERK
A ORGANIZING AND PLANNING	4	13	11	12	10
B DIRECTING AND IMPLEMENTING	9	11	6	5	*
C INSPECTING AND EVALUATING	8	13	9	4	2
D TRAINING	9	15	3	46	2
E PERFORMING ADMINISTRATIVE FUNCTIONS	8	15	56	13	6
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	8	13	5	12	13
G PERFORMING SECURITY FUNCTIONS	*	2	3	1	0
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	1	*	1	*	2
I PERFORMING SUPPLY FUNCTIONS	2	2	*	*	43
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	3	*	0	0	*
K PERFORMING POSTAL FINANCIAL FUNCTIONS	10	*	0	*	0
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	6	2	*	0	*
M PERFORMING CUSTOMS FUNCTIONS	1	0	0	0	0
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	2	6	4	1	9
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	8	*	0	0	0
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	3	2	*	0	0
Q PERFORMING WINDOW FUNCTIONS	1	0	0	3	*
R PROCESSING MONEY ORDERS	6	0	0	2	0
S PROCESSING ACCOUNTABLE MAIL	10	1	0	*	*
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	3	*	0	0

0 Denotes no tasks performed in duty

* Denotes tasks performed, but less than 1 percent relative time spent overall

TABLE AR 2
SELECTED BACKGROUND DATA FOR
ARMY POSTAL OPERATIONS JOB GROUPS

BACKGROUND CATEGORY	POSTAL RECEIPT/ DISPATCH SPECIALIST	POSTAL DIRECTORY CLERK	UNIT MAILROOM INSPECTOR	POSTAL REGISTRY CLERK
NUMBER IN GROUP	103	4	9	4
PERCENT OF TOTAL SAMPLE	32%	1%	3%	1%
PERCENT OVERSEAS	93%	0	0	25%
TICF DISTRIBUTION				
1-48 MONTHS	78%	75%	11%	75%
49-96 MONTHS	13%	25%	56%	0
97+ MONTHS	9%	0	33%	25%
PAYGRADE DISTRIBUTION				
E-1 to E-3	29%	25%	0	25%
E-4	48%	75%	33%	50%
E-5	9%	0	56%	25%
E-6	2%	0	11%	0
E-7	2%	0	0	0
E-8	0	0	0	0
E-9	0	0	0	0
CIVILIAN	10%	0	0	0
AVERAGE MONTHS IN CAREER FIELD	37	29	87	51
PERCENT SUPERVISING	20%	0	33%	25%
AVERAGE YEARS EDUCATION	12.6	12.3	12.8	12.5
AVERAGE NUMBER OF TASKS PERFORMED	47	43	73	55

- Indicates less than 1 percent, more than 0

TABLE AR 2 (CONTINUED)

SELECTED BACKGROUND DATA FOR
ARMY POSTAL OPERATIONS JOB GROUPS

BACKGROUND CATEGORIES	POSTAL FINANCE OPERATIONS CLERK	CUSTODIAN OF POSTAL EFFECTS	POSTAL SERVICE CENTER CLERK	POSTAL CLAIM/ INQUIRY CLERK	ORGANI- ZATIONAL MAILROOM CLERK
NUMBER IN GROUP	92	7	10	8	8
PERCENT OF TOTAL SAMPLE	28%	2%	3%	2%	2%
PERCENT OVERSEAS	98%	86%	70%	88%	0
TICF DISTRIBUTION					
1-48 MONTHS	72%	14%	80%	88%	75%
48-96 MONTHS	19%	57%	10%	0	25%
97+ MONTHS	9%	29%	10%	12%	0
PAYGRADE DISTRIBUTION					
E-1 to E-3	15%	0	20%	13%	0
E-4	60%	14%	40%	62%	62%
E-5	14%	86%	20%	25%	38%
E-6	2%	0	0	0	0
E-7	3%	0	0	0	0
E-8	0	0	0	0	0
E-9	0	0	0	0	0
CIVILIAN	5%	0	20%	0	0
AVERAGE MONTHS IN CAREER FIELD	41	84	37	33	44
PERCENT SUPERVISING	28%	86%	30%	0	25%
AVERAGE YEARS EDUCATION	12.8	13.9	12.4	12.5	12.5
AVERAGE NUMBER OF TASKS PERFORMED	118	105	60	50	24

- Indicates less than 1 percent, more than 0

TABLE AR 2 (CONTINUED)

SELECTED BACKGROUND DATA FOR
ARMY POSTAL OPERATIONS JOB GROUPS

BACKGROUND CATEGORIES	POSTAL INSPECTOR/ ANALYST	POSTAL SUPERVISOR/ MANAGER	POSTAL ADMIN SPECIALIST	POSTAL TRAINING NCO	POSTAL SUPPLY CLERK
NUMBER IN GROUP	3	11	13	3	5
PERCENT OF TOTAL SAMPLE	1%	3%	4%	1%	2%
PERCENT OVERSEAS	100%	64%	54%	33%	100%
TICF DISTRIBUTION					
1-48 MONTHS	33%	27%	31%	0	40%
48-96 MONTHS	0	27%	23%	0	60%
97+ MONTHS	67%	46%	46%	100%	0
PAYGRADE DISTRIBUTION					
E-1 to E-3	0	0	0	0	40%
E-4	33%	9%	23%	0	40%
E-5	67%	36%	31%	0	20%
E-6	0	9%	38%	33%	0
E-7	0	18%	8%	67%	0
E-8	0	9%	0	0	0
E-9	0	0	0	0	0
CIVILIAN	0	18%	18%	0	0
AVERAGE MONTHS IN CAREER					
FIELD	78	112	98	195	59
PERCENT SUPERVISING	67%	55%	38%	33%	0
AVERAGE YEARS EDUCATION	12.3	13.2	12.7	14.3	12.8
AVERAGE NUMBER OF TASKS PERFORMED	51	126	35	44	26

- Indicates less than 1 percent

ANALYSIS OF TIME IN CAREER FIELD GROUPS

Basic data concerning Time in Career Field (TICF) groups are in the ANALYSIS OF TICF GROUPS section of the IOSR. As in the IOSR, the following groupings are used to define levels of experience:

1-24 Months TICF	First Job
24-48 Months TICF	Second Job
1-48 Months TICF	First Assignment
49-96 Months TICF	Second Assignment
97+ Months TICF	Career

Comparison of duty and task performance between Army first-job and second-job personnel indicates that, while there are some minor differences, the jobs they perform are essentially the same. These two groups have an 83 percent time-spent overlap on common tasks, which further supports the position that they have the same job. Therefore, they will be discussed as a combined first-assignment group. Survey data, if desired, will also be available individually for first-job and second-job personnel.

The distribution of TICF group personnel across the DOD specialty jobs is shown in Table AR 3. Table AR 4 reflects the relative time each group spent on the different duties, and Table AR 5 provides a task comparison.

Experience Level Descriptions

First Assignment (1-48 months TICF). The 205 soldiers in this group (representing 63 percent of the survey sample) performed an average of 64 tasks. As shown in Table AR 3, 73 percent of these people are found in two Postal Operations jobs (Postal Receipt and Dispatch Specialist and Postal Finance Operations Clerk), with 27 percent spread among 11 other jobs and 10 percent not grouped. They perform tasks across the spectrum of the duties, as reflected in Table AR 4, with 59 percent of their time taken up by three duties--Performing Mail Receipt and Dispatch functions (32 percent), Performing General Postal and Official Mail Functions (15 percent), and Processing Accountable Mail (12 percent). Twenty-nine percent of the remaining time is spent on 12 other technical duties, leaving 12 percent for administrative tasks and those associated with supervision and training.

Second Assignment (48-96 months TICF). Personnel in their second assignment in the career field make up 21 percent of the Army sample population, perform an average of 73 tasks, and are represented in 10 of the 14 Army jobs identified for this report (Table AR 3). Like the first-assignment group, the second-assignment group has a good percentage of its personnel in the Postal Receipt and Dispatch Specialist and Postal Finance Operations clerk jobs. Table AR 4 shows that personnel of this group spend about 71 percent of their relative time performing tasks in the technical duties, with 29 percent concentrated in the administrative, supervisory, and training duties. These

TABLE AR 3

DISTRIBUTION OF ARMY TIF GROUPS
ACROSS POSTAL OPERATIONS SPECIALTY JOBS

SPECIALTY JOBS	1-48 MOS (N=205)		49-96 MOS (N=67)		97+ MOS (N=49)	
	NUM	PER	NUM	PER	NUM	PER
II. POSTAL RECEIPT AND DISPATCH SPECIALIST	81	40%	13	19%	9	18%
III. POSTAL DIRECTORY CLERK	3	1%	1	1%	0	0
V. UNIT MAIL ROOM INSPECTOR	1	-	5	7%	3	6%
VI. REGISTRY CLERK	3	1%	0	0	1	2%
VII. POSTAL FINANCE OPERATIONS CLERK	67	33%	17	25%	8	16%
VIII. CUSTODIAN OF POSTAL EFFECTS	1	-	4	6%	2	4%
IX. POSTAL SERVICE CENTER CLERK	8	4%	1	1%	1	2%
X. POSTAL CLAIMS AND INQUIRY CLERK	7	3%	0	0	1	2%
XI. ORGANIZATIONAL MAIL ROOM CLERK	6	3%	2	3%	0	0
XIII. POSTAL INSPECTOR/ANALYST	1	-	0	0	2	4%
XIV. POSTAL SUPERVISOR AND MANAGER	3	1%	3	4%	5	10%
XV. POSTAL ADMINISTRATION SPECIALIST	4	2%	3	4%	6	12%
XVI. POSTAL TRAINING NCO	0	0	0	0	3	6%
XVII. POSTAL SUPPLY CLERK	2	1%	3	4%	0	0
NOT GROUPED	20	10%	15	22%	8	16%

- Indicates less than 1 percent, more than 0

TABLE AR 4
AVERAGE PERCENT TIME SPENT
PERFORMING DUTIES BY ARMY TICF GROUPS

DUTIES	1-48 MOS (N=205)	49-96 MOS (N=67)	97+ MOS (N=49)
A ORGANIZING AND PLANNING	2	4	8
B DIRECTING AND IMPLEMENTING	2	5	7
C INSPECTING AND EVALUATING	2	5	8
D TRAINING	1	6	13
E PERFORMING ADMINISTRATIVE FUNCTIONS	5	9	11
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	15	13	11
G PERFORMING SECURITY FUNCTIONS	4	4	3
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	3	3	1
I PERFORMING SUPPLY FUNCTIONS	2	3	1
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	1	1	1
K PERFORMING POSTAL FINANCIAL FUNCTIONS	2	2	2
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	3	2	2
M PERFORMING CUSTOMS FUNCTIONS	2	1	1
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	32	20	14
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	1	3	2
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	2	2	3
Q PERFORMING WINDOW FUNCTIONS	4	4	2
R PROCESSING MONEY ORDERS	4	4	2
S PROCESSING ACCOUNTABLE MAIL	12	7	6
T PERFORMING OFFICIAL MAIL FUNCTIONS	1	2	2

TABLE AR 5

DISPLAY OF REPRESENTATIVE TASKS FOR
AND DIFFERENCES BETWEEN ARMY TICF GROUPS
(PERCENT MEMBERS PERFORMING)

TASKS	1-48 MOS (N=205)	49-96 MOS (N=67)	97+ MOS (N=49)
LOAD OR UNLOAD MAIL INTO VEHICLES	75	64	59
SORT INCOMING MAIL	70	61	61
CANCEL MAIL	69	51	37
DATE STAMP INCOMING MAIL	66	40	33
SORT OUTGOING MAIL	65	58	51
ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	63	42	29
POUCH OR SACK OUTGOING MAIL	61	42	35
REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	60	46	31
LOAD OR UNLOAD MAIL INTO CONTAINERS	59	49	47
POSTMARK OUTGOING MAIL	58	49	35
ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	57	43	43

COUNSEL PERSONNEL ON PERSONAL OR MILITARY- RELATED MATTERS	14	30	51
ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	20	28	47
WRITE CORRESPONDENCE	12	25	47
SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	14	33	47
CONDUCT MEETINGS OR BRIEFINGS	6	24	45
TYPE CORRESPONDENCE, FORMS, OR REPORTS POSTAL OPERATIONS	26	51	43
PLAN WORK PRIORITIES	15	24	43
CONDUCT MAIL-HANDLING TRAINING	17	33	43
EVALUATE WORK PERFORMANCE OF PERSONNEL	12	25	43

data, and that shown on Table AR 5 reflect the shift from technical worker to hands-on supervisor. Thirty-seven percent of the group indicate they supervise, as compared to 17 percent for the first-assignment group.

Career (97+ Months TICE). Career personnel (15 percent of the Army survey sample) perform an average of 80 tasks. Fifty-seven percent of the career personnel report supervising one or more individuals, with 47 percent of their relative time spent on tasks in the usual supervisory, managerial, training, and administrative duties (see Table AR 4). As reflected in Table AR 3, this group is found in 11 of the 14 Army jobs, with 18 percent in the Postal Receipt and Dispatch job, 16 percent in the Finance Operations Clerk job, 12 percent in the Postal Administration Specialist job, 10 percent in the Postal Supervisor and Manager job, and 6 percent in the Training NCO job. These data tend to indicate that career personnel, although supervisors, are involved in the day-to-day operation of the MPO. The highlighted portion of Table AR 5 supports this transition, as the upper portion reflects the smaller percentage of career personnel performing the technical tasks, and conversely, the bottom portion show the increase in career people performing supervisory tasks.

Summary

Occupation progression, although not overwhelming, is evident as personnel in their first assignment spend a great deal of their job time performing technical and manual tasks. A gradual movement from predominately technical and manual tasks, to those more supervisory in nature through the second-assignment category into the career category, is evident and is what would be expected for the normal occupation progression.

ANALYSIS OF ARMY REGULATION 611-201 SPECIALTY DESCRIPTIONS

Army Regulation 611-201, The Enlisted Career Management Fields and Military Occupational Specialties, dated October 1988 and effective 30 November 1988, as it pertains to Postal Operations, was reviewed against OSR data for Army personnel. Postal Operations is one of five ASIs that an Administrative Specialist, MOS 71L, can be awarded. The duty and task section for 71L personnel, Table 2-71L-1, does not include any Postal Operations duties or tasks. Table 2-71L-3, Standards of Grade Authorizations, does list Postal Clerk (71L10); Window Clerk (71L10/20); Senior Postal Clerk (71L20); Postal Supervisor, Postal NCO, and Section Chief (71L30F5); Postal Supervisor and Postal NCO (71L40F5); and Postal NCO (71L50F5). The 30-, 40-, and 50-level jobs provide information on the supervisory responsibilities for these skill levels, as far as the numbers of personnel and type organization assigned, but no task information. Since there is no specialty description for postal personnel, as there is for administrative personnel, no analysis as to whether soldiers in Postal Operations are performing expected duties and tasks was possible. Consideration should be given to including a brief description of the duty and task information for this ASI in Table 2-71L-1.

TRAINING ANALYSIS

General information concerning training analyses can be found in the TRAINING ANALYSIS section of the IOSR. POI 510-ASIF5 (G5ABA99604 001), Postal Operations, dated 26 September 1988, with tasks matched to the elements, was compared to Army first-assignment data. This comparison was accomplished to determine areas where Army data differed from the multiservice data in support of training received by Army personnel. A summary of this information is presented below.

First-Assignment Data

Since the requirements of first-assignment personnel form the basis for initial training and the first formal training program for the occupation, data on this category of personnel were reviewed. The jobs performed by these personnel cover 13 of the 14 Army Postal Operations jobs, with heavy concentration in the Postal Receipt and Dispatch Specialist and Postal Finance Operations Clerk jobs (Table AR 3).

There were 205 Army Postal Operations members in their first assignment, representing 63 percent of the Army sample. As reflected in Table AR 4, approximately 88 percent of their duty time is devoted to performing tasks in the technical duties. Distribution of these personnel across the occupations' jobs is displayed in Figure AR 2. This shows 33 percent of the respondents working as Postal Finance Operations Clerks, 40 percent as Postal Receipt and Dispatch Specialists, with the remaining 27 percent in the remaining 11 jobs or not grouped in a job. Table AR 6 shows representative tasks performed by Army first-assignment Postal Operations personnel.

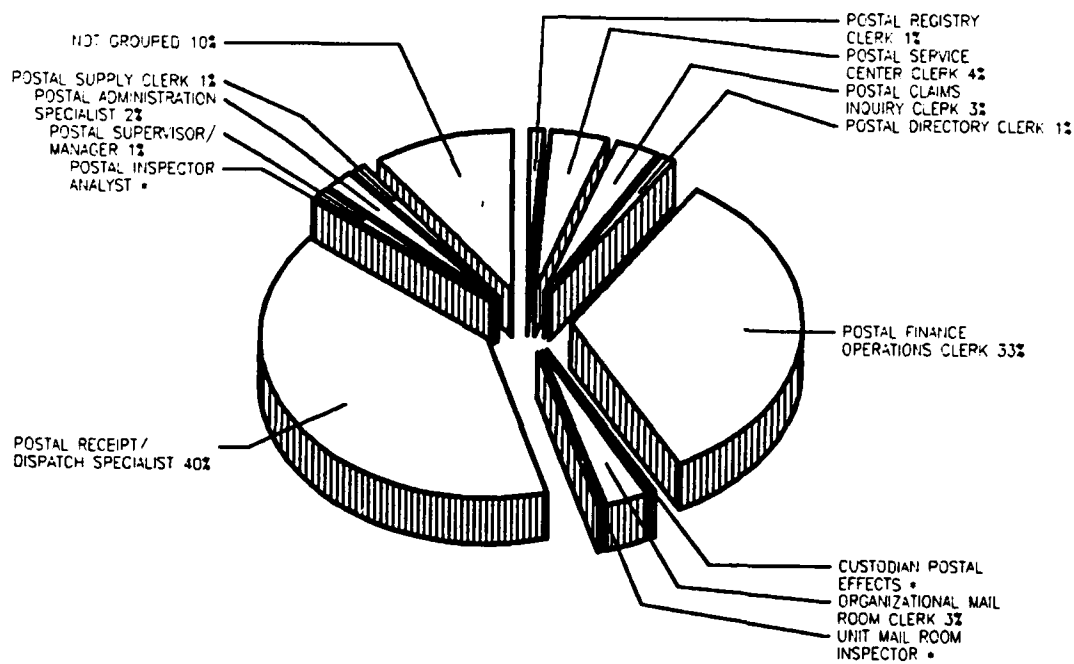
One of the objectives of this survey project was to gather data for the Interservice Postal Training Activity pertaining to equipment or supplies used or operated by personnel in the field. Table AR 7 shows the 28 of 55 items in the inventory that 30 percent or more Army first-assignment personnel indicated they use or operate.

Data concerning the types of mail processed by Army graduates of the Interservice school are of value to help determine whether specific types of mail should be mentioned or taught in the course. Table AR 8 reflects the 23 types of mail that 30 percent or more Army first-assignment personnel indicated they process or handle.

Training Emphasis and Task Difficulty Data

General information concerning Training Emphasis (TE) and Task Difficulty (TD) can be found in the Training Emphasis and Task Difficulty Data section of the IOSR. One rater provided write-in comments at the end of the TE booklet. The soldier felt that the OJT program for postal clerks should be eliminated, SQT testing should not be required while performing in a postal position, and a postal MOS should be reinstated.

ARMY POSTAL OPERATIONS FIRST-ASSIGNMENT JOBS



* INDICATES LESS THAN 1 PERCENT

FIGURE AR 2

TABLE AR 6

REPRESENTATIVE TASKS PERFORMED BY ARMY
FIRST-ASSIGNMENT POSTAL OPERATIONS PERSONNEL
(1-48 MONTHS TICF)

TASKS	PERCENT MEMBERS PERFORMING (N=205)
LOAD OR UNLOAD MAIL INTO VEHICLES	75
SORT INCOMING MAIL	70
CANCEL MAIL	69
DATE STAMP INCOMING MAIL	66
SORT OUTGOING MAIL	65
ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	64
ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	63
POUCH OR SACK OUTGOING MAIL	61
REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	60
LOAD OR UNLOAD MAIL INTO CONTAINERS	59
POSTMARK OUTGOING MAIL	58
BREAK DOWN CONSOLIDATED MAIL	58
BACK STAMP MAIL	58
TIE OUT MAIL	57
COLLECT MAIL FROM DROP BOXES	56
PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	52
LABEL OUTSIDE PIECES	51
INDORSE MISSENT OR DAMAGED MAIL	50
RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	45
AFFIX SEALS TO OUTGOING MAIL POUCHES OR SACKS	40
VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	40
PREPARE PS FORMS 3806 (RECEIPT FOR REGISTERED MAIL)	35
ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	34
ADVISE CUSTOMERS ON POSTAL LAWS OR REGULATIONS	32
SELL POSTAGE STAMPS	32

TABLE AR 7
EQUIPMENT OR SUPPLIES USED OR OPERATED
BY 30 PERCENT OR MORE ARMY
FIRST-ASSIGNMENT POSTAL OPERATIONS PERSONNEL
(1-48 MONTHS TICF)

EQUIPMENT OR SUPPLIES	PERCENT MEMBERS USING (N=205)
MAIL BAGS	87
LETTER TRAYS	76
RUBBER STAMPS	74
MAIL BAG HOLDERS	68
CARTS	68
MAIL DROP BOXES	66
SAFES	62
LOCKS	60
MAIL POUCHES	60
VEHICLES	56
FILE CABINETS	55
POSTAL SCALES, MANUAL	55
RUBBER STAMP RACKS	54
SEALS	54
ADDING MACHINES	52
POSTAL PUBLICATIONS	50
CANCELLING MACHINES, AUTOMATED	50
TYPEWRITERS	49
CANCELLING MACHINES, MANUAL	48
MONEY ORDER IMPRINTERS	45
CALCULATORS	44
MAIL SORTING RECEPTACLES	42
SORTING TABLES	41
MICROFICHE EQUIPMENT	41
CASH BOXES	39
TAPE MOISTENERS	37
POSTAGE METERS, AUTOMATED	31
POSTAL SCALES, AUTOMATED	30

TABLE AR 8

TYPES OF MAIL PROCESSED BY 30 PERCENT OR MORE OF ARMY
FIRST-ASSIGNMENT POSTAL OPERATIONS PERSONNEL
(1-48 MONTHS TICF)

<u>TYPES OF MAIL PROCESSED</u>	<u>PERCENT MEMBERS PROCESSING (N=205)</u>
FIRST CLASS MAIL	85
FOURTH CLASS MAIL	78
CERTIFIED MAIL	75
OFFICIAL MILITARY MAIL	75
NUMBERED INSURED MAIL	74
INTERNATIONAL	73
SPACE AVAILABLE MAIL	72
REGISTERED MAIL	72
PARCEL AIRLIFT (PAL) MAIL	71
SECOND CLASS MAIL	69
UNNUMBERED INSURED MAIL	68
THIRD CLASS MAIL	68
SPECIAL FOURTH CLASS BOOK RATE MAIL	68
EXPRESS MAIL	68
MILITARY ORDINARY MAIL (MOM)	66
THIRD CLASS BULK RATE/NONPROFIT MAIL	60
SPECIAL FOURTH CLASS LIBRARY RATE MAIL	58
GENERAL DELIVERY MAIL	57
UNDELIVERABLE MAIL	54
INTERDELIVERY SERVICE (ISD) MAIL	51
POSTAGE DUE MAIL	48
BUSINESS REPLY MAIL	41
DEAD LETTER MAIL	36

Plan of Instruction (POI)

General information concerning the POI can be found in the Plan of Instruction (POI) section of the IOSR. Review of the POI reveals that the majority of the POI blocks and learning objectives matched with tasks are well supported by survey data, based on percentages of first-job/first-assignment Army personnel performing the matched tasks. In addition to the two unsupported units of instruction mentioned in the IOSR, there are three others which contain objectives that are not supported by Army survey data (see display in Table AR 9). Learning objectives C3 (Operate and Maintain an Integrated Retail Terminal), D2 (Cash Domestic Money Orders), and D3 (Prepare Money Order Report) have tasks matched to the elements with high TE ratings, but none of them have more than 27 percent of the respondents indicating they perform the tasks. Army training personnel and subject-matter experts should evaluate the impact these data may have on training requirements of Army personnel.

CONUS VERSUS OVERSEAS GROUPS

General information concerning analysis of CONUS and Overseas groups can be found in the CONUS VERSUS OVERSEAS GROUPS section of the IOSR. The IOSR Table 2 shows that 79 percent of the Army sample report being overseas, leaving 21 percent in CONUS.

Table AR 10 shows the comparison data for percent time spent in duties for the Army and multiservice CONUS and overseas samples. With only a few minor exceptions, the percent of time spent by Army personnel in the different duties for CONUS and overseas is close. Performing Mail Receipt and Dispatch Functions, Performing Official Mail Functions, and Processing Accountable Mail have more relative time spent on them overseas, while Training and Performing Administrative Functions have more relative time spent on them in CONUS. This can be explained because personnel overseas are more apt to perform Postal Operations-related tasks, while those soldiers in CONUS are performing in their administrative MOS with official mail or postal tasks as adjuncts to their jobs. Additionally, the training base is in CONUS, and the personnel in the Unit Mail Room Inspector and Training NCO jobs indicate high relative time in the Training duty. All of these personnel are in CONUS.

The Army and multiservice data closely parallel each other, with just a few exceptions (Table AR 10). The Training and Performing Administrative duties are heavily weighted for Army CONUS personnel for the same reason as above, and because the other services either have postal specialties or personnel who are not necessarily used in administrative-type jobs. More time is spent by Army personnel overseas Performing Mail Receipt and Dispatch functions than the combined multiservice sample, while the multiservice sample reflects more time spent in the Performing Aerial Mail Terminal, Fleet Mail Center, and Mail Control Activity functions. This is due to the fact that those are functions primarily performed by Air Force and Navy personnel.

TABLE AR 9

POI BLOCKS REFLECTING LOW ARMY
FIRST-ASSIGNMENT TASK PERFORMANCE
(LESS THAN 30 PERCENT RESPONDING)

POI REFERENCE BLOCK UNIT	TIME (HOURS)	SELECTED SAMPLE TASKS	PERCENT MEMBERS		TE* RATING	TD** RATING
			1ST JOB (N=734)	1ST ASG (N=1,165)		
C2	3	Q473 SELL METERED TAPES	22	21	2.36	4.10
		G212 LOCK POSTAGE METERS	16	18	3.03	3.60

E2	7	E149 REQUISITION POSTAL FORMS	20	25	3.42	4.46
		I271 PREPARE PS FORMS 7380 (SUPPLY CENTER REQUISITION)	15	18	3.27	4.50

* Mean rating is 2.23, and standard deviation is 1.00 (High TE = 3.23)
 ** Average TD rating is 5.00

TABLE AR 9 (CONTINUED)

POI BLOCKS REFLECTING LOW ARMY
FIRST-ASSIGNMENT TASK PERFORMANCE
(LESS THAN 30 PERCENT RESPONDING)

POI REFERENCE BLOCK UNIT	TIME (HOURS)	SELECTED SAMPLE TASKS	PERCENT MEMBERS		TE* RATING	TD** RATING
			1ST JOB (N=127)	1ST ASG (N=205)		
C3	7	Q466 COMPUTE POSTAGE OR FEES FOR DOMESTIC CLASSES OF NONOFFICIAL MAIL	23	25	3.66	4.80
D2		Q467 COMPUTE POSTAGE OR FEES FOR INTERNATIONAL CLASSES OF NONOFFICIAL MAIL	22	25	3.87	5.59
D3		R479 CASH UNITED STATES DOMESTIC MONEY ORDERS	24	26	3.70	4.39
D3		R480 MAINTAIN DD FORMS 885 MONEY ORDER CONTROL RECORD)	7	6	4.32	4.77
		R482 PREPARE PS FORMS 6019 MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	27	27	4.69	5.55

* Mean rating is 2.23, and standard deviation is 1.00 (High TE = 3.23)

** Average TD rating is 5.00

TABLE AR 10

COMPARISON OF AVERAGE PERCENT TIME SPENT PERFORMING DUTIES
FOR CONUS AND OVERSEAS GROUPS

DUTIES	ARMY CONUS (N=57)	ARMY OVERSEAS (N=257)	MULTI- SERVICE CONUS (N=591)	MULTI- SERVICE OVERSEAS (N=1,161)
A ORGANIZING AND PLANNING	6	3	3	3
B DIRECTING AND IMPLEMENTING	7	3	4	3
C INSPECTING AND EVALUATING	6	3	3	3
D TRAINING	12	2	4	2
E PERFORMING ADMINISTRATIVE FUNCTIONS	13	5	7	5
F PERFORMING GENERAL POSTAL OR OFFICIAL MAIL FUNCTIONS	12	15	10	13
G PERFORMING SECURITY FUNCTIONS	3	4	4	4
H PERFORMING EQUIPMENT MAINTENANCE FUNCTIONS	1	3	4	3
I PERFORMING SUPPLY FUNCTIONS	*	2	3	2
J PERFORMING CUSTODIAN OF POSTAL EFFECTS (COPE) FUNCTIONS	*	1	1	1
K PERFORMING POSTAL FINANCIAL FUNCTIONS	1	2	3	3
L PERFORMING CLAIM AND INQUIRY FUNCTIONS	*	3	2	3
M PERFORMING CUSTOMS FUNCTIONS	*	2	2	2
N PERFORMING MAIL RECEIPT AND DISPATCH FUNCTIONS	20	29	19	23
O PERFORMING AERIAL MAIL TERMINAL (AMT), FLEET MAIL CENTER (FMC), OR MAIL CONTROL ACTIVITY (MCA) FUNCTIONS	*	2	2	5
P PERFORMING POSTAL SERVICE CENTER (PSC) FUNCTIONS	6	2	4	6
Q PERFORMING WINDOW FUNCTIONS	2	5	5	5
R PROCESSING MONEY ORDERS	*	4	6	4
S PROCESSING ACCOUNTABLE MAIL	7	11	11	10
T PERFORMING OFFICIAL MAIL FUNCTIONS	3	1	4	1

Table AR 11 provides a listing of representative tasks, and the percent members performing them from the Army and multiservice CONUS and overseas samples. A much higher percent of personnel in CONUS are apt to stand inspections than their compatriots overseas for both samples. A soldier overseas is more likely to load or unload mail into vehicles, pouch or sack outgoing mail, tie out mail, and cancel mail, to mention a few tasks. That the jobs differ to a degree between CONUS and overseas can be attributed to the fact that the personnel in CONUS are doing Postal Operations tasks as a part of their MOS-related jobs. Percent members performing between the Army and multiservice data reflect slight differences between them.

JOB SATISFACTION ANALYSIS

Examination of the job satisfaction indicators provide some understanding of those factors which may impact on job performance of soldiers in this occupation. Attitude questions covering job interest, perceived utilization of talents and training, sense of accomplishment from work and reenlistment intentions were included in the survey booklet. The information from these questions is provided in Tables AR 12 for job groups, AR 13 for TICF groups, and AR 14 for CONUS and overseas groups.

Table AR 12 provides data on personnel in the specialty jobs performed by Army personnel. An examination of the data may show how overall job satisfaction may be influenced by the type of job performed. A good percent of the personnel in six jobs (Postal Supply Clerk, Postal Directory Clerk, Custodian of Postal Effects, Postal Receipt and Dispatch Specialist, Postal Registry Clerk, and Postal Service Center Clerk) do not find their jobs interesting or get a sense of accomplishment from their work. It is interesting to note that with only one exception, Postal Supply Clerk, the majority of the personnel perceive they use their training fairly well to perfectly.

Job satisfaction data presented in Table AR 13 display both the Army and the multiservice TICF groups to provide a comparison. Since this is the first interservice survey including Army Postal Operations personnel, there is no Army data base with which to compare the present Army data. These data can, however, give a relative measure of how job satisfaction of Postal Operations Army and multiservice personnel compare. As time in the career field increases, so does the percent of Army personnel finding their jobs interesting, a good perception of using their talents and training, and a sense of work accomplishment. In the majority of the areas, however, the percent of multiservice responses is more favorable than the Army responses.

Table AR 14 reflects the results of Army data as it pertains to the breakout of personnel in CONUS and Overseas. Except for the perceived use of training being equal, overseas duty is not as satisfying as being assigned in CONUS.

TABLE AR 11
 DISPLAY OF REPRESENTATIVE TASKS FOR
 ARMY CONUS AND OVERSEAS GROUPS
 (PERCENT MEMBERS PERFORMING)

<u>DUTIES</u>	<u>ARMY* CONUS (N=57)</u>	<u>ARMY OVERSEAS (N=257)</u>	<u>MULTI- SERVICE CONUS (N=591)</u>	<u>MULTI- SERVICE OVERSEAS (N=1,161)</u>
SORT INCOMING MAIL	63	68	86	71
BREAK DOWN CONSOLIDATED MAIL	54	55	48	51
STAND INSPECTIONS	53	36	72	31
SORT OUTGOING MAIL	49	65	76	65
RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	49	42	56	48
DATE STAMP INCOMING MAIL	47	58	58	55
LOAD OR UNLOAD MAIL INTO VEHICLES	44	77	72	77
POUCH OR SACK OUTGOING MAIL	33	59	65	63
COLLECT MAIL FROM DROP BOXES	32	56	70	53
REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	30	58	53	64
PREPARE PS FORMS 3811 (RETURN RECEIPT REGISTERED, INSURED, AND CERTIFIED MAIL)	26	36	64	42
TIE OUT MAIL	25	60	63	57
PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	14	53	54	58
CANCEL MAIL	12	72	68	65

* Sorted on Army CONUS members performing

TABLE AR 12

COMPARISON OF JOB SATISFACTION INDICATORS
FOR ARMY POSTAL OPERATIONS SPECIALTY JOB GROUPS
(PERCENT MEMBERS RESPONDING)

<u>JOB SATISFACTION INFORMATION</u>	<u>POSTAL RECEIPT/ DISPATCH SPECIALIST (N=103)</u>	<u>POSTAL DIRECTORY CLERK (N=4)</u>	<u>UNIT MAILROOM INSPECTOR (N=9)</u>	<u>POSTAL REGISTRY CLERK (N=4)</u>
<u>PERCEIVED JOB:</u>				
INTERESTING	48	25	100	50
SO-SO	27	0	0	25
DULL	24	75	0	25
<u>PERCEIVED USE OF TALENT:</u>				
FAIRLY WELL TO PERFECTLY	58	25	100	50
LITTLE OR NOT AT ALL	42	75	0	50
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY	63	75	78	75
LITTLE OR NOT AT ALL	37	25	22	25
<u>SENSE OF WORK ACCOMPLISHMENT:</u>				
SATISFIED	50	25	100	50
NEUTRAL	23	0	0	0
DISSATISFIED	27	75	0	50
<u>REENLISTMENT INTENTIONS:</u>				
WILL/PROBABLY WILL REENLIST	42	25	89	25
WILL NOT/PROBABLY WILL NOT REENLIST	42	75	11	75
WILL RETIREE	4	0	0	0
NO COMMENT	2	0	0	0

Percentages may not add to 100 percent due to rounding and individuals not answering questions

TABLE AR 12 (CONTINUED)

COMPARISON OF JOB SATISFACTION INDICATORS
FOR ARMY POSTAL OPERATIONS SPECIALTY JOB GROUPS
(PERCENT MEMBERS RESPONDING)

<u>JOB SATISFACTION INFORMATION</u>	<u>POSTAL FINANCE CLERK (N=92)</u>	<u>CUSTODIAN OF POSTAL EFFECTS (N=7)</u>	<u>POSTAL SERVICE CENTER CLERK (N=10)</u>	<u>POSTAL CLAIM/ INQUIRY CLERK (N=8)</u>	<u>ORGANI- ZATIONAL MAILROOM CLERK (N=8)</u>
<u>PERCEIVED JOB:</u>					
INTERESTING	57	43	40	75	88
SO-SO	27	14	40	25	12
DULL	16	14	20	0	0
<u>PERCEIVED USE OF TALENT:</u>					
FAIRLY WELL TO PERFECTLY	73	71	70	75	50
LITTLE OR NOT AT ALL	27	29	30	25	37
<u>PERCEIVED USE OF TRAINING:</u>					
FAIRLY WELL TO PERFECTLY	87	100	80	75	63
LITTLE OR NOT AT ALL	13	0	20	25	37
<u>SENSE OF WORK ACCOMPLISHMENT:</u>					
SATISFIED	65	71	60	63	50
NEUTRAL	13	0	10	12	0
DISSATISFIED	22	29	30	25	37
<u>REENLISTMENT INTENTIONS:</u>					
WILL/PROBABLY WILL REENLIST	53	57	40	58	62
WILL NOT/PROBABLY WILL NOT					
REENLIST	35	29	40	62	38
WILL RETIRE	2	0	10	0	0
NO COMMENT	10	14	10	0	0

Percentages may not add to 100 percent due to rounding and individuals not answering questions

TABLE AR 12 (CONTINUED)

COMPARISON OF JOB SATISFACTION INDICATORS
FOR ARMY POSTAL OPERATIONS SPECIALTY JOB GROUPS
(PERCENT MEMBERS RESPONDING)

JOB SATISFACTION INFORMATION	POSTAL INSPECTOR/ ANALYST (N=3)	POSTAL SUPERVISOR/ MANAGER (N=11)	POSTAL ADMINIS- TRATION SPECIALIST (N=13)	POSTAL TRAINING NCO (N=3)	POSTAL SUPPLY CLERK (N=5)
<u>PERCEIVED JOB:</u>					
INTERESTING	67	64	85	100	20
SO-SO	0	36	15	0	60
DULL	33	0	0	0	20
<u>PERCEIVED USE OF TALENT:</u>					
FAIRLY WELL TO PERFECTLY	100	91	85	67	60
LITTLE OR NOT AT ALL	0	9	15	33	40
<u>PERCEIVED USE OF TRAINING:</u>					
FAIRLY WELL TO PERFECTLY	100	91	69	100	20
LITTLE OR NOT AT ALL	0	9	31	0	80
<u>SENSE OF WORK ACCOMPLISHMENT:</u>					
SATISFIED	33	64	92	67	40
NEUTRAL	33	18	0	33	40
DISSATISFIED	33	18	8	0	20
<u>REENLISTMENT INTENTIONS:</u>					
WILL/PROBABLY WILL REENLIST	67	55	84	100	60
WILL NOT/PROBABLY WILL NOT REENLIST	33	9	0	0	40
WILL RETIRE	0	18	8	0	0
NO COMMENT	0	18	8	0	0

Percentages may not add to 100 percent due to rounding and individuals not answering questions

TABLE AR 13

COMPARISONS OF JOB SATISFACTION INDICATORS FOR
ARMY/MULTISERVICE POSTAL OPERATIONS T1CF GROUPS
(PERCENT MEMBERS RESPONDING)

JOB SATISFACTION INFORMATION	FIRST ASSIGNMENT (1-48 MOS T1CF)		SECOND ASSIGNMENT (49-96 MOS T1CF)		CAREER (97+ MOS T1CF)	
	ARMY (N=205)	MULTI- SERVICE (N=1,175)	ARMY (N=67)	MULTI- SERVICE (N=317)	ARMY (N=49)	MULTI- SERVICE (N=318)
<u>PERCEIVED JOB:</u>						
INTERESTING	50	64	66	70	67	75
SO-SO	27	20	19	16	22	15
DULL	21	15	12	12	8	8
<u>PERCEIVED USE OF TALENT:</u>						
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	61 39	73 27	79 21	79 21	82 18	85 14
<u>PERCEIVED USE OF TRAINING:</u>						
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	72 27	81 19	73 27	80 20	82 20	85 15
<u>SENSE OF WORK ACCOMPLISHMENT:</u>						
SATISFIED	52	64	73	71	74	78
NEUTRAL	20	13	9	11	8	10
DISSATISFIED	28	20	18	18	18	11
<u>REENLISTMENT INTENTIONS:</u>						
WILL/PROBABLY WILL REENLIST	44	52	70	68	61	70
WILL NOT/PROBABLY WILL NOT REENLIST	43	44	21	27	18	10
WILL RETIRE	1	1	3	3	12	17
NO COMMENT	11	3	6	2	9	1

Percentages may not add to 100 percent due to rounding and individuals not answering questions

TABLE AR 14

COMPARISONS OF JOB SATISFACTION INDICATORS FOR
ARMY POSTAL OPERATIONS CONUS/OVERSEAS
(PERCENT MEMBERS RESPONDING)

<u>JOB SATISFACTION INFORMATION</u>	<u>CONUS (N=57)</u>	<u>OVERSEAS (N=257)</u>
<u>PERCEIVED JOB:</u>		
INTERESTING	74	53
SO-SO	9	28
DULL	17	17
<u>PERCEIVED USE OF TALENT:</u>		
FAIRLY WELL TO PERFECTLY	74	68
LITTLE OR NOT AT ALL	25	32
<u>PERCEIVED USE OF TRAINING:</u>		
FAIRLY WELL TO PERFECTLY	74	74
LITTLE OR NOT AT ALL	26	25
<u>SENSE OF WORK ACCOMPLISHMENT:</u>		
SATISFIED	70	59
NEUTRAL	4	18
DISSATISFIED	25	23
<u>REENLISTMENT INTENTIONS:</u>		
WILL/PROBABLY WILL REENLIST	65	50
WILL NOT/PROBABLY WILL NOT REENLIST	30	37
WILL RETIRE	3	3
NO COMMENT	2	10

Percentages may not add to 100 percent due to rounding and individuals not answering questions

When there are serious problems in an occupation, survey respondents are usually quite free with write-in comments to complain about perceived problems in the field. Thirteen percent of the Army sample used the write-in feature. Only eight individuals provided comments that might be considered as a complaint or recommendation. The rest of the write-in comments conveyed some type of information about job titles, equipment used, tasks not listed or additional information for background questions. There is no consensus of complaints or recommendations, but the following provide a look at some of the comment concepts.

Difficulty in getting promoted in Postal Operations.

Postal personnel not working in Postal Operations do not use that training (5).

There should be a separate Career Management Field (CMF) for postal personnel (2).

Postal assignments should be considered hardship tour because of working holidays and not being able to spend time with family. Assignment to Postal Operations jobs should be on a volunteer basis.

Displeasure with having to work for civilians (2).

This is a very small number of people who were sufficiently displeased to provide comments, and does not, in and of itself, reflect a dissatisfaction with the occupations by the majority of personnel. Comments will be provided the Army.

IMPLICATIONS

The Interservice OSR and this supplement provide a baseline for future surveys of Army Postal Operations personnel, as part of another interservice survey or a separate one. This allows Army managers to see their Postal Operations personnel in comparison with the personnel of the overall military postal system. Consideration should be given to including duty and task information for Postal Operations in Army Regulation 611-201. With few exceptions, the Army survey data supported the training received by soldiers in Postal Operations. Army job satisfaction is generally lower than that found in the combined multiservice data.

APPENDIX A

SELECTED REPRESENTATIVE TASKS PERFORMED BY
POSTAL OPERATIONS PERSONNEL WITH MOS 71L (ASI 5F)
IN DOD JOB GROUPS

TABLE I

GROUP NUMBER AND TITLE: GRP261, (ARGRP 360) POSTAL RECEIPT/DISPATCH
SPECIALIST

GROUP SIZE: 103 PERCENT MEMBERS OF SAMPLE: 32%
AVERAGE GRADE: E-4 AVERAGE TAFMS/TFCS: 51
AVERAGE TICF: 37 AVERAGE TASKS PERFORMED: 47

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	84
N401 SORT INCOMING MAIL	80
N370 CANCEL MAIL	80
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	78
N402 SORT OUTGOING MAIL	77
N393 REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	73
F172 DATE STAMP INCOMING MAIL	70
F171 CONDUCT TRANSIT TIME SURVEYS	70
N403 TIE OUT MAIL	69
N364 ATTACH FLIGHT TAGS TO OUTGOING POUCHES OR SACKS	69
N363 ATTACH FLIGHT LABELS TO OUTGOING POUCHES OR SACKS	68
N369 BREAK DOWN CONSOLIDATED MAIL	65
N383 POSTMARK OUTGOING MAIL	63
N384 POUCH OR SACK OUTGOING MAIL	62
N378 INDORSE MISSENT OR DAMAGED MAIL	62
N391 PREPARE SLIDE LABELS FOR OUTGOING POUCHES OR SACKS	60
N368 BACK STAMP MAIL	60
N382 LABEL OUTSIDE PIECES	56
F168 COLLECT MAIL FROM DROP BOXES	55
F201 TURN IN DAMAGED MAIL SACKS, POUCHES, OR EMPTY EQUIPMENT TO EMPTY EQUIPMENT STORAGE	51
F205 WITNESS OPENINGS OR CLOSINGS OF SEALED POSTAL VEHICLES	48
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	46
F175 DRIVE POSTAL VEHICLES	45
N362 AFFIX SEALS TO POSTAL VEHICLES	40
S495 AFFIX SEALS TO OUTGOING MAIL POUCHES OR SACKS	38
S525 VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	37
N386 PREPARE AND AFFIX FACING SLIPS	37

TABLE II

GROUP NUMBER AND TITLE: STG154, (ARGRP 361) POSTAL DIRECTORY CLERK
 GROUP SIZE: 4 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 42
 AVERAGE TICF: 29 AVERAGE TASKS PERFORMED: 43

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	100
N401 SORT INCOMING MAIL	100
P445 FORWARD MAIL TO TRANSIENT, TRANSFERRED, TDY, TAD, OR DISCHARGED PERSONNEL	100
F168 COLLECT MAIL FROM DROP BOXES	100
N369 BREAK DOWN CONSOLIDATED MAIL	100
P442 DIRECTORIZE MAIL FOR DISTRIBUTION	100
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	100
P458 VERIFY AND DATE HOLD MAIL	100
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	100
N384 POUCH OR SACK OUTGOING MAIL	100
F200 STAND INSPECTIONS	75
N402 SORT OUTGOING MAIL	75
N368 BACK STAMP MAIL	75
F185 PERFORM OPERATOR MAINTENANCE ON VEHICLES	75
N378 INDORSE MISSENT OR DAMAGED MAIL	75
E164 WRITE MESSAGES	75
F185 PERFORM OPERATOR MAINTENANCE ON VEHICLES	75
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	50
F184 MAINTAIN PS FORMS 3849B (EXPRESS MAIL)	50
N400 SCREEN OUTGOING MAIL FOR SIZE AND POSTAGE	50
N404 VERIFY ADDRESSES	50
T533 DISTRIBUTE OFFICIAL MAIL	50
F175 DRIVE POSTAL VEHICLES	50

TABLE III

GROUP NUMBER AND TITLE: STG241, (ARGRP 362) UNIT MAIL ROOM INSPECTOR
 GROUP SIZE: 9 PERCENT MEMBERS OF SAMPLE: 3%
 AVERAGE GRADE: E- 5 AVERAGE TAFMS: 103
 AVERAGE TICF: 87 AVERAGE TASKS PERFORMED: 73

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
F172 DATE STAMP INCOMING MAIL	100
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	100
C66 CONDUCT MAIL-HANDLING PROCEDURE INSPECTIONS	100
E137 PREPARE DD FORMS 285 (APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK, OR MAIL ORDERLY)	100
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	89
N401 SORT INCOMING MAIL	89
B63 TERMINATE APPOINTMENTS OF MAIL CLERKS OR MAIL ORDERLIES	89
D97 CONDUCT MAIL-HANDLING TRAINING	89
F175 DRIVE POSTAL VEHICLES	89
F185 PERFORM OPERATOR MAINTENANCE ON VEHICLES	89
F200 STAND INSPECTIONS	89
N404 VERIFY ADDRESSES	89
F176 INVESTIGATE MAIL DELAYS	78
F177 INVESTIGATE MAIL ROUTING DISCREPANCIES	78
N402 SORT OUTGOING MAIL	78
C67 CONDUCT MEETINGS OR BRIEFINGS	78
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	78
E147 REPRODUCE COPIES OF CORRESPONDENCE	78
F195 REPORT SUSPECTED POSTAL OFFENSES OR VIOLATIONS	78
F179 INVESTIGATE POSTAL OFFENSES OR VIOLATIONS	67
D98 CONDUCT PROFESSIONAL OR MILITARY TRAINING	67
D93 ADMINISTER TESTS OR EXAMINATIONS	67
E122 DATE STAMP CORRESPONDENCE	67
C70 CONDUCT SAFETY INSPECTIONS	67
B42 DESIGNATE MAIL ORDERLIES	67
S509 PREPARE PS FORM 3811 (RETURN RECEIPT REGISTERED, INSURED, AND CERTIFIED MAIL)	67

TABLE IV

GROUP NUMBER AND TITLE: STG140, (ARGRP 368) POSTAL REGISTRY MAIL CLERK
 GROUP SIZE: 4 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 76
 AVERAGE TICF: 51 AVERAGE TASKS PERFORMED: 55

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
S525 VERIFY SEALS ON OUTGOING ACCOUNTABLE MAIL POUCHES OR SACKS	100
S526 WITNESS OPENINGS OR CLOSINGS OF ACCOUNTABLE MAIL POUCHES OR SACKS	100
S495 AFFIX SEALS TO OUTGOING MAIL POUCHES OR SACKS	100
S504 PREPARE DD FORMS 2261 (REGISTERED MAIL - BALANCE AND INVENTORY)	100
S518 REVIEW DD FORMS 2261 (REGISTERED MAIL - BALANCE AND INVENTORY)	100
S522 REVIEW PS FORMS 3883 (FIRM DELIVERY BOOK - REGISTERED, CERTIFIED, AND NUMBERED INSURED MAIL)	100
S499 LOCK REGISTRY CAGE OR SECTION	100
S501 OPEN ACCOUNTABLE POUCHES OR SACKS AND VERIFY CONTENTS	100
S508 PREPARE PS FORMS 3806 (RECEIPT FOR REGISTERED MAIL)	100
S509 PREPARE PS FORMS 3811 (RETURN RECEIPT REGISTERED, INSURED, AND CERTIFIED MAIL)	100
S516 PREPARE PS FORMS 3877 (FIRM MAILING BOOK FOR REGISTERED, INSURED, C.O.D., CERTIFIED, AND EXPRESS MAIL)	100
S520 REVIEW PS FORMS 3854 (MANIFOLD REGISTRY DISPATCH)	100
S524 VERIFY NUMBERS ON ACCOUNTABLE CONTAINERS	100
S497 INDORSE MANIFOLD DISPATCH BILLS	100
S498 INITIAL OR SIGN RETURN RECEIPTS FOR ACCOUNTABLE MAIL FROM UNITED STATES POSTAL SERVICE (USPS)	100
S500 MAINTAIN PS FORMS 3850 (RECORD OF DELIVERY OF INSURED, CERTIFIED, AND REGISTERED MAIL)	100
S507 PREPARE PS FORMS 3800 (RECEIPT FOR CERTIFIED MAIL)	100
S511 PREPARE PS FORMS 3813 (RECEIPT FOR DOMESTIC UNNUMBERED INSURED PARCEL)	100
S513 PREPARE PS FORMS 3817 (CERTIFICATE OF MAILING)	100
S514 PREPARE PS FORMS 3854 (MANIFOLD REGISTRY DISPATCH)	100
S519 REVIEW PS FORMS 3817 (CERTIFICATE OF MAILING)	100
S521 REVIEW PS FORMS 3877 (FIRM MAILING BOOK FOR REGISTERED, INSURED, C.O.D., CERTIFIED, AND EXPRESS MAIL)	100

TABLE V

GROUP NUMBER AND TITLE: STG147, (ARGRP 364) POSTAL FINANCE OPERATIONS CLERK
 GROUP SIZE: 92 PERCENT MEMBERS OF SAMPLE: 28%
 AVERAGE GRADE: E-4 AVERAGE TAFMS/TFCS: 57
 AVERAGE TICF: 41 AVERAGE TASKS PERFORMED: 118

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
N370 CANCEL MAIL	92
Q474 SELL POSTAGE STAMPS	92
Q461 ADVISE CUSTOMERS ON POSTAL RATES OR ESTIMATED TIMES OF TRAVEL	88
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	88
R488 SELL MONEY ORDERS	86
Q459 ADVISE CUSTOMERS ON PACKAGING PROCEDURES	85
Q460 ADVISE CUSTOMERS ON POSTAL LAWS OR REGULATIONS	84
N383 POSTMARK OUTGOING MAIL	84
R494 VOID SPOILED OR INCORRECTLY PREPARED MONEY ORDERS	80
N402 SORT OUTGOING MAIL	79
R482 PREPARE PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	79
N401 SORT INCOMING MAIL	78
R483 PREPARE VERIFICATION TAPES OF DAILY MONEY ORDER BUSINESS	78
S509 PREPARE PS FORMS 3811 (RETURN RECEIPT REGISTERED, INSURED, AND CERTIFIED MAIL)	77
R479 CASH UNITED STATES DOMESTIC MONEY ORDERS	77
Q466 COMPUTE POSTAGE OR FEES FOR DOMESTIC CLASSES OF NONOFFICIAL MAIL	76
F168 COLLECT MAIL FROM DROP BOXES	76
S508 PREPARE PS FORMS 3806 (RECEIPT FOR REGISTERED MAIL)	75
S511 PREPARE PS FORMS 3813 (RECEIPT FOR DOMESTIC UNNUMBERED INSURED PARCEL)	74
N384 POUCH OR SACK OUTGOING MAIL	70
G222 SECURE POSTAL EFFECTS, SUCH AS STAMPS OR STAMPED PAPER	70
M349 ADVISE CUSTOMERS ON COMPLETION OF POSTAL CUSTOMS DECLARATIONS	68
S507 PREPARE PS FORMS 3800 (RECEIPT FOR CERTIFIED MAIL)	66
N378 INDORSE MISSENT OR DAMAGED MAIL	61
G221 SECURE CASH CONTAINERS, SUCH AS CASH DRAWERS OR REGISTERS	59

TABLE VI

GROUP NUMBER AND TITLE: STG137, (ARGRP 365) CUSTODIAN OF POSTAL EFFECTS
 GROUP SIZE: 7 PERCENT MEMBERS OF SAMPLE: 2%
 AVERAGE GRADE: E-5 AVERAGE TAFMS: 89
 AVERAGE TICF: 84 AVERAGE TASKS PERFORMED: 105

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
K307 PREPARE DD FORMS 2259 (REPORT OF AUDIT OF POSTAL ACCOUNTS)	100
G222 SECURE POSTAL EFFECTS, SUCH AS STAMPS OR STAMPED PAPER	100
J284 ISSUE POSTAGE METERS	100
K298 IDENTIFY STAMP STOCK SHORTAGES OR OVERAGES	100
G206 CHANGE COMBINATIONS ON SAFES OR LOCKS	100
J281 CONSOLIDATE MONEY ORDER BUSINESS REPORTS	100
F190 PREPARE PS LABELS 11B (EXPRESS MAIL NEXT DAY SERVICE LABEL)	100
R483 PREPARE VERIFICATION TAPES OF DAILY MONEY ORDER BUSINESS	86
B046 DIRECT AUDITS OR INSPECTIONS	86
G208 CONDUCT SECURITY CHECKS OF POSTAL EFFECTS OR FACILITIES	86
G212 LOCK POSTAGE METERS	86
J288 REVIEW POSTAGE METER REMITTANCES	86
K293 AUDIT FIXED CREDITS	71
I265 PREPARE PS FORMS 17 (STAMP REQUISITION) TO REQUISITION STAMPS	71
K295 DELIVER FUNDS TO FINANCIAL ORGANIZATIONS FOR CONVERSION INTO CHECKS	71
R485 REVIEW CONSOLIDATED MONEY ORDER BUSINESS REPORTS	71
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	71
J291 REVIEW PS FORMS 3602-PO (POSTAGE COLLECTED THROUGH POST OFFICE METERS)	71
K311 PREPARE PS FORMS 3602-PO (POSTAGE COLLECTED THROUGH POST OFFICE METERS)	71
R486 REVIEW DD FORMS 885 (MONEY ORDER CONTROL RECORD)	57
R493 VERIFY PS FORMS 6019 (MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS)	43
R492 VERIFY MONEY ORDER REMITTANCES	43

TABLE VII

GROUP NUMBER AND TITLE: STG81, (ARGRP366) POSTAL SERVICE CENTER CLERK
 GROUP SIZE: 10 PERCENT MEMBERS OF SAMPLE: 3%
 AVERAGE GRADE: E-4 AVERAGE TAFMS/TFCS: 56
 AVERAGE TICF: 37 AVERAGE TASKS PERFORMED: 60

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

<u>TASKS</u>	<u>PERCENT OF ARMY MEMBERS PERFORMING</u>
P445 FORWARD MAIL TO TRANSIENT, TRANSFERRED, TDY, TAD, OR DISCHARGED PERSONNEL	100
N401 SORT INCOMING MAIL	100
P440 ASSIST CUSTOMERS ON COMPLETION OF PS FORMS 3576 (CHANGE OF ADDRESS CARD)	90
P442 DIRECTORIZE MAIL FOR DISTRIBUTION	80
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	80
N402 SORT OUTGOING MAIL	80
N393 REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	70
F180 LOAD OR UNLOAD MAIL INTO CONTAINERS	70
N369 BREAK DOWN CONSOLIDATED MAIL	70
N372 DETERMINE DISPOSITION OF LOOSE ARTICLES FOUND IN MAIL	70
N384 POUCH OR SACK OUTGOING MAIL	60
F172 DATE STAMP INCOMING MAIL	60
N378 INDORSE MISSENT OR DAMAGED MAIL	60
P458 VERIFY AND DATE HOLD MAIL	60
P456 STOW MAIL TOO LARGE FOR LOCK BOXES	60
P444 DISTRIBUTE NONACCOUNTABLE MAIL TO LOCK BOXES	50
P449 POST MAIL NOTICES IN LOCK BOXES	50
P443 DISTRIBUTE ACCOUNTABLE MAIL TO LOCK BOXES	50
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	50
P437 ADVISE CUSTOMERS ON SECURITY OF MAIL DELIVERY RECEPTACLES (LOCK BOXES)	50
P441 BLOCK UNASSIGNED LOCK BOXES	50
P448 NOTIFY CUSTOMERS OF THEIR MAILING ADDRESSES	50
P455 PREPARE PS FORMS 3907 (NOTICE TO CALL AT WINDOW)	40

TABLE VIII

GROUP NUMBER AND TITLE: STG138, (ARGRP 367) POSTAL CLAIMS CLERK
 GROUP SIZE: 8 PERCENT MEMBERS OF SAMPLE: 2%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 55
 AVERAGE TICF: 33 AVERAGE TASKS PERFORMED: 50

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
L327 ADVISE CUSTOMERS ON CLAIM OR INQUIRY PROCEDURES	100
L330 DETERMINE DISPOSITION OF DAMAGED ARTICLES	100
L336 PREPARE PS FORMS 3812 (REQUEST FOR PAYMENT OF DOMESTIC POSTAL INSURANCE/CLAIM IDENTIFICATION)	100
L347 VERIFY DAMAGED OR LOST ARTICLES WERE INSURED OR REGISTERED USING WRAPPERS OR RECEIPTS	100
L337 PREPARE PS FORMS 3831 (RECEIPT FOR ARTICLES DAMAGED IN MAILS)	100
L338 PREPARE PS FORMS 565 (REGISTERED MAIL APPLICATION FOR INDEMNITY/INQUIRY)	100
L328 ASSIGN CLAIM NUMBERS	88
L348 VERIFY MONETARY VALUE OF DAMAGED OR LOST ARTICLES USING BILLING RECEIPTS OR WRAPPERS	88
L333 MAINTAIN CLAIM LOGS	88
L339 PREPARE PS FORMS 5690 (EXPRESS MAIL APPLICATION FOR INDEMNITY)	88
L346 REVIEW PS FORMS 565 (REGISTERED MAIL APPLICATION FOR INDEMNITY/INQUIRY)	88
L335 PREPARE PS FORMS 3533 (APPLICATION AND VOUCHER FOR REFUND OF POSTAGE AND FEES)	75
L331 INITIATE TRACER ACTIONS, OTHER THAN PS FORMS 1510 AND PS FORMS 565	75
L334 PREPARE PS FORMS 1510 (MAIL LOSS/RIFLING REPORT)	75
L341 REVIEW PS FORMS 1510 (MAIL LOSS/RIFLING REPORT)	75
L342 REVIEW PS FORMS 3533 (APPLICATION AND VOUCHER FOR REFUND OF POSTAGE AND FEES)	75
L344 REVIEW PS FORMS 3831 (RECEIPT FOR ARTICLES DAMAGED IN MAILS)	75
L340 REVIEW CUSTOMER COMPLAINTS, OTHER THAN PS FORMS 4314C	63
L343 REVIEW PS FORMS 3812 (REQUEST FOR PAYMENT OF DOMESTIC POSTAL INSURANCE/CLAIM IDENTIFICATION)	63
N370 CANCEL MAIL	63
M350 ADVISE CUSTOMERS ON POSTAL CUSTOMS REQUIREMENTS	50
M349 ADVISE CUSTOMERS ON COMPLETION OF POSTAL CUSTOMS DECLARATIONS	50
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	50
E162 WRITE CORRESPONDENCE	38

TABLE IX

GROUP NUMBER AND TITLE: STG97, (ARGRP 368) ORGANIZATIONAL MAIL ROOM CLERK
 GROUP SIZE: 8 PERCENT MEMBERS OF SAMPLE: 2%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 57
 AVERAGE TICF: 44 AVERAGE TASKS PERFORMED: 24

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
F172 DATE STAMP INCOMING MAIL	100
F200 STAND INSPECTIONS	88
N401 SORT INCOMING MAIL	75
E137 PREPARE DD FORMS 285 (APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK, OR MAIL ORDERLY)	88
B42 DESIGNATE MAIL ORDERLIES	63
N378 INDORSE MISSENT OR DAMAGED MAIL	63
N394 RETURN UNDELIVERABLE MAIL TO SERVING POST OFFICES	63
B63 TERMINATE APPOINTMENTS OF MAIL CLERKS OR MAIL ORDERLIES	63
T533 DISTRIBUTE OFFICIAL MAIL	63
E122 DATE STAMP CORRESPONDENCE	63
N384 POUCH OR SACK OUTGOING MAIL	50
F195 REPORT SUSPECTED POSTAL OFFENSES OR VIOLATIONS	50
N397 SCREEN MAIL FOR DAMAGE OR TAMPERING	50
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	38
F168 COLLECT MAIL FROM DROP BOXES	38
G211 LOCK EQUIPMENT, FORMS, OR MAIL IN SAFES	38
N369 BREAK DOWN CONSOLIDATED MAIL	38
N393 REPAIR OR REWRAP DAMAGED LETTERS OR PARCELS	38
P445 FORWARD MAIL TO TRANSIENT, TRANSFERRED, TDY, TAD, OR DISCHARGED PERSONNEL	38
N381 INSPECT MAIL POUCHES OR SACKS FOR RESIDUE MAIL	38
N402 SORT OUTGOING MAIL	38
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	25
D97 CONDUCT MAIL-HANDLING TRAINING	25
G206 CHANGE COMBINATIONS ON SAFES OR LOCKS	25

TABLE X

GROUP NUMBER AND TITLE: STG173, (ARGRP 369) POSTAL INSPECTOR/ANALYST
 GROUP SIZE: 3 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-5 AVERAGE TAFMS: 111
 AVERAGE TICF: 78 AVERAGE TASKS PERFORMED: 51

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
R486 REVIEW DD FORMS 885 (MONEY ORDER CONTROL RECORD)	100
S518 REVIEW DD FORMS 2261 (REGISTERED MAIL - BALANCE AND INVENTORY)	100
S520 REVIEW PS FORMS 3854 (MANIFOLD REGISTRY DISPATCH)	100
S521 REVIEW PS FORMS 3877 (FIRM MAILING BOOK FOR REGISTERED, INSURED, C.O.D., CERTIFIED, AND EXPRESS MAIL)	100
A014 ESTABLISH INSPECTION PROCEDURES	100
K319 REVIEW DD FORMS 2259 (REPORT OF AUDIT OF POSTAL ACCOUNTS)	100
O429 REVIEW DD FORMS 2273 (IRREGULARITIES IN MAKEUP AND DISPATCH OF MAIL)	100
S522 REVIEW PS FORMS 3883 (FIRM DELIVERY BOOK - REGISTERED, CERTIFIED, AND NUMBERED INSURED MAIL)	100
F196 REVIEW POSTAL OFFENSE OR INCIDENT REPORTS	100
D120 SCORE TESTS OR EXAMINATIONS	100
O428 REVIEW DD FORMS 1384 (TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT)	100
O430 REVIEW MAIL MANIFESTS	100
C66 CONDUCT MAIL HANDLING PROCEDURE INSPECTIONS	100
P446 INSPECT LOCK BOXES	100
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	67
R485 REVIEW CONSOLIDATED MONEY ORDER BUSINESS REPORTS	67
D109 EVALUATE ON-THE-JOB TRAINING (OJT) TRAINERS OR TRAINEES	67
I276 REVIEW PS FORMS 1586 (SUPPLY RECORDS)	67
B46 DIRECT AUDITS OR INSPECTIONS	67
B57 PROVIDE TECHNICAL ASSISTANCE TO POSTAL AUTHORITIES OR HIGHER HEADQUARTERS	67
C67 CONDUCT MEETINGS OR BRIEFINGS	67
I276 REVIEW PS FORMS 1586 (SUPPLY RECORDS)	67
J291 REVIEW PS FORMS 3602-PO (POSTAGE COLLECTED THROUGH POST OFFICE METERS)	67

TABLE XI

GROUP NUMBER AND TITLE: STG79, (ARGRP 370) POSTAL SUPERVISOR/MANAGER
 GROUP SIZE: 11 PERCENT MEMBERS OF SAMPLE: 3%
 AVERAGE GRADE: E-5 AVERAGE TAFMS/TFCS: 166
 AVERAGE TICF: 113 AVERAGE TASKS PERFORMED: 126

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
C69 CONDUCT PERSONNEL INTERVIEWS	100
C73 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED MANNERS	100
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	100
C81 EVALUATE WORK PERFORMANCE OF PERSONNEL	91
E162 WRITE CORRESPONDENCE	91
E163 WRITE INSTRUCTIONS	91
E164 WRITE MESSAGES	91
F198 REVIEW PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	91
D103 DETERMINE TRAINING REQUIREMENTS	82
A14 ESTABLISH INSPECTION PROCEDURES	82
A39 SCHEDULE TEMPORARY DUTY (TDY), TEMPORARY ADDITIONAL DUTY (TAD), LEAVE, LIBERTY, OR PASSES	82
D97 CONDUCT MAIL-HANDLING TRAINING	82
B55 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR PERSONNEL	82
A32 PREPARE BRIEFINGS	82
A31 PLAN WORK PRIORITIES	82
C67 CONDUCT MEETINGS OR BRIEFINGS	82
B62 SUPERVISE MILITARY PERSONNEL IN POSTAL OPERATIONS	73
B58 SCHEDULE JOB ASSIGNMENTS	73
C82 EVALUATE WORK SIMPLIFICATION OR POSTAL OPERATIONS EFFICIENCY	73
C84 INITIATE RECOMMENDATIONS FOR AWARDS OR DECORATIONS	64
A25 MAINTAIN LEAVE SCHEDULES	64
A30 PLAN WORK ASSIGNMENTS	64
B40 ASSIGN PERSONNEL TO DUTY POSITIONS	64
A6 DETERMINE PERSONNEL REQUIREMENTS	64
A5 DETERMINE MATERIAL REQUIREMENTS	64

TABLE XII

GROUP NUMBER AND TITLE: STG78, (ARGRP 371) POSTAL ADMINISTRATION SPECIALIST
 GROUP SIZE: 13 PERCENT MEMBERS OF SAMPLE: 4%
 AVERAGE GRADE: E-6 AVERAGE TAFMS/TFCS: 119
 AVERAGE TICF: 98 AVERAGE TASKS PERFORMED: 35

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
E147 REPRODUCE COPIES OF CORRESPONDENCE	100
E158 ROUTE CORRESPONDENCE, PUBLICATIONS, DIRECTIVES, OR INSTRUCTIONS	85
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	85
E162 WRITE CORRESPONDENCE	85
E126 MAINTAIN CORRESPONDENCE FILES, OTHER THAN SUSPENSE OR TICKLER FILES	77
E130 MAINTAIN SUSPENSE OR TICKLER FILES	69
E164 WRITE MESSAGES	69
E128 MAINTAIN MANUALS OR PUBLICATION FILES	69
C73 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED MATTERS	59
B054 INITIATE PERSONNEL ACTION REQUESTS	54
D98 CONDUCT PROFESSIONAL OR MILITARY TRAINING	54
E157 REVIEW UNCLASSIFIED CORRESPONDENCE OR MESSAGES	54
E160 SELECT DOCUMENTATION SERIES, MODERN ARMY RECORD KEEPING SYSTEM SERIES, OR STANDARD SUBJECT IDENTIFICATION CODES	54
A13 ESTABLISH FORMS REQUIREMENTS	46
C84 INITIATE RECOMMENDATIONS FOR AWARDS OR DECORATIONS	46
E121 CHOP OUTGOING CORRESPONDENCE	46
E122 DATE STAMP CORRESPONDENCE	46
E125 MAINTAIN ALERT OR RECALL ROSTERS	46
A31 PLAN WORK PRIORITIES	38
B55 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR PERSONNEL	38
E163 WRITE INSTRUCTIONS	31
E165 WRITE NOTICES	31

TABLE XIII

GROUP NUMBER AND TITLE: STG230, (ARGRP 372) TRAINING NCO
 GROUP SIZE: 3 PERCENT MEMBERS OF SAMPLE: 1%
 AVERAGE GRADE: E-6 AVERAGE TAFMS: 209
 AVERAGE TICF: 195 AVERAGE TASKS PERFORMED: 44

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
D100 CONSTRUCT TRAINING AIDS	100
D102 COUNSEL TRAINEES ON TRAINING PROGRESS	100
D104 DEVELOP LESSON PLANS	100
D117 REVIEW LESSON PLANS	100
D118 REVIEW TRAINING MATERIALS	100
D101 COORDINATE TRAINING REQUIREMENTS WITH APPROPRIATE AGENCIES	100
D105 DEVELOP TESTS OR EXAMINATIONS	100
D106 DEVELOP TRAINING MATERIALS, SUCH AS SPECIALTY TRAINING STANDARDS (STS)	100
E162 WRITE CORRESPONDENCE	100
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	100
C67 CONDUCT MEETINGS OR BRIEFINGS	67
C73 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED MATTERS	67
D98 CONDUCT PROFESSIONAL OR MILITARY TRAINING	67
D103 DETERMINE TRAINING REQUIREMENTS	67
D108 EVALUATE EFFECTIVENESS OF TRAINING PROGRAMS	67
D110 EVALUATE TRAINING METHODS OR TECHNIQUES	67
D116 PROCURE TRAINING AIDS, SPACE, OR EQUIPMENT	67
D119 SCHEDULE TRAINING	67
D120 SCORE TESTS OR EXAMINATIONS	67
E163 WRITE INSTRUCTIONS	67
A2 COORDINATE DIRECTIVES WITH HIGHER AUTHORITIES	67
A5 DETERMINE MATERIAL REQUIREMENTS	67
A13 ESTABLISH FORMS REQUIREMENTS	67
B40 ASSIGN PERSONNEL TO DUTY POSITIONS	67
E159 SCHEDULE APPOINTMENTS OR CONFERENCES	67

TABLE XIV

GROUP NUMBER AND TITLE: STG152, (ARGRP 373) POSTAL SUPPLY CLERK
 GROUP SIZE: 5 PERCENT MEMBERS OF SAMPLE: 2%
 AVERAGE GRADE: E-4 AVERAGE TAFMS: 54
 AVERAGE TICF: 59 AVERAGE TASKS PERFORMED: 26

TASKS ARE LISTED IN DESCENDING ORDER OF PERCENT MEMBERS PERFORMING:

TASKS	PERCENT OF ARMY MEMBERS PERFORMING
I263 PREPARE PS FORMS 1586 (SUPPLY RECORD)	100
I278 REVIEW PS FORMS 7380 (SUPPLY CENTER REQUISITION)	100
I276 REVIEW PS FORMS 1586 (SUPPLY RECORDS)	100
I266 PREPARE PS FORMS 1957C (REQUEST FOR MILITARY TAGS)	100
F181 LOAD OR UNLOAD MAIL INTO VEHICLES	80
I271 PREPARE PS FORMS 7380 (SUPPLY CENTER REQUISITION)	80
I248 INVENTORY EQUIPMENT OR SUPPLIES, OTHER THAN SEALS, PREPACKS, OR POSTAL FIELD SETS	80
I262 PREPARE PS FORMS 1578B (REQUISITION FOR NONSTANDARD FACING SLIPS OR LABELS)	80
I279 REVIEW REQUISITIONS FOR EQUIPMENT OR SUPPLIES	80
I267 PREPARE PS FORMS 1957D (REQUEST FOR MILITARY LABELS)	80
I261 PREPARE PS FORMS 1567 (REQUISITION FOR RUBBER AND STEEL STAMPS ONLY)	60
I274 PREPARE REPORTS ON EXCESS EQUIPMENT OR SUPPLIES	60
F174 DISPOSE OF EXCESS BLANK FORMS	60
F167 ATTEND LECTURES, MEETINGS, SEMINARS, OR CONFERENCES	60
N402 SORT OUTGOING MAIL	60
A13 ESTABLISH FORMS REQUIREMENTS	40
E149 REQUISITION POSTAL FORMS	40
F173 DISPATCH POSTAL EQUIPMENT TO AUTHORIZED USERS	40
A5 DETERMINE MATERIAL REQUIREMENTS	40
I252 MAINTAIN REQUISITION LOGS	40
I257 PERFORM STATUS CHECKS OF OUTSTANDING REQUISITIONS	40
N383 POSTMARK OUTGOING MAIL	40
N403 TIE OUT MAIL	40
E161 TYPE CORRESPONDENCE, FORMS, OR REPORTS	40
N401 SORT INCOMING MAIL	40